

ADMINISTRATIVE SERVICES

FUND:

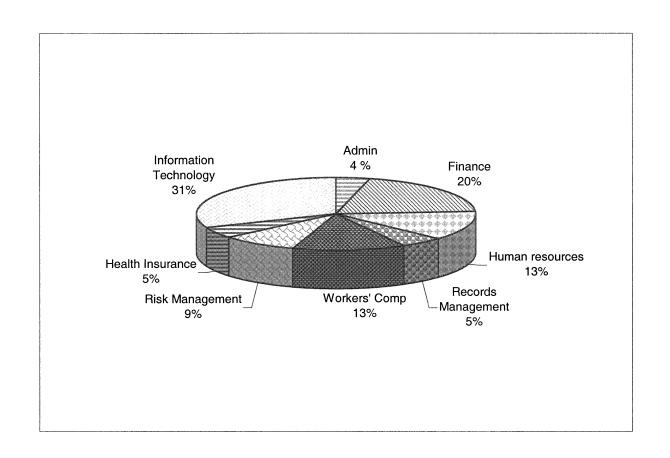
VARIOUS

PROGRAM GROUP:

ADMINISTRATIVE SERVICES

SUMMARY

GRAND TOTAL	\$15,972,321	\$15,540,515	\$16,275,495	\$16,751,076
CAPITAL OUTLAY	88,755	600,295	360,500	848,465
MAINTENANCE & OPERATIONS	10,416,469	8,983,354	9,330,712	8,903,808
PERSONNEL	\$5,467,097	\$5,956,865	\$6,584,283	\$6,998,803
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07



PROGRAM: ADMINISTRATION

FUND: GENERAL

PROGRAM GROUP: ADMINISTRATIVE SERVICES ACCT NO. 0011110-12

HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.50
FULL TIME POSITIONS	2.00	2.00	2.00	2.00
GRAND TOTAL	\$506,966	\$519,240	\$643,147	\$743,482
CAPITAL OUTLAY	0	1,100	0	0
MAINTENANCE & OPERATIONS	246,481	237,767	344,420	351,831
PERSONNEL	\$260,485	\$280,372	\$298,727	\$391,651
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07

PROGRAM GROUP DESCRIPTION:

Administrative Services is dedicated to developing business systems that support the high level of performance demanded from all City departments. Creation of systems that improve and streamline business services provided to both internal and external customers, assuring the integrity and reliability of financial data, budgets and forecasts, and the creation of a highly dependable, flexible, responsive and secure information system are among the top priorities for the Administrative Services staff members. In the future, the challenge will be to accomplish these goals within a framework that balances the cost and benefits of each service.

KEY GOALS FOR 2006-07:

- The Administrative Services Director is responsible for assisting each department in the accomplishment of its goals. The Director's primary role is to remove roadblocks, coordinate department efforts, deal with competing priorities, assist with resource allocation, and provide leadership and support for Administrative Services staff.
- The Director is responsible for furthering leadership and employee development, workplace improvement, and communications through implementation and support of a number of programs designed to strengthen leadership skills, enhance employee knowledge, skills and abilities, and enhance the culture of the organization.
- As a member of project teams, the Director is responsible for the creation of financing programs that support the City's capital improvement efforts, including major road projects, water projects, parks, open space, and trails.
- As part of the Leadership Team, the Director is the spokesperson for Administrative Services issues with the top leadership of the City. With the other members of the Leadership Team, the Director is responsible for the creation of an organization that can achieve the Council's goals and vision.
- The Director is the team leader for the City's cross-functional Desalination team. Working closely with the City
 Manager and City Council, the team is responsible for negotiations with both public and private parties
 proposing the development of a seawater desalination plant in Carlsbad to assure that the interests of the local
 community are properly addressed.

SIGNIFICANT CHANGES:

Consultant services funding has been transferred to the Administrative Services organization from the City Manager's organization to align work efficiencies. This funding will support a .50 part-time FTE to provide organization development consulting services.

PROGRAM: FINANCE

FUND: GENERAL/ENTERPRISE

PROGRAM GROUP: FINANCE ACCT NO. 0011310

	2003-04	2004-05	2005-06	2006-07
	ACTUAL	ACTUAL	BUDGET	BUDGET
PERSONNEL	\$1,965,932	\$2,202,787	\$2,447,707	\$2,584,571
MAINTENANCE & OPERATIONS	1,064,209	845,790	798,895	849,532
CAPITAL OUTLAY	24,804	8,840	0	68,240
GRAND TOTAL	\$3,054,945	\$3,057,418	\$3,246,602	\$3,502,343
FULL TIME POSITIONS	28.00	28.00	27.00	28.00
HOURLY/FTE POSITIONS	2.50	2.50	2.50	1.00
GENERAL FUND	\$2,579,645	\$2,514,618	\$2,781,202	\$2,970,499
WATER ENTERPRISE	332,700	380,000	325,800	376,191
SEWER ENTERPRISE	142,600	162,800	139,600	155,653
TOTAL FUNDING	\$3,054,945	\$3,057,418	\$3,246,602	\$3,502,343

MISSION STATEMENT:

Our mission is to ensure that the City of Carlsbad makes sound financial decisions. We take pride in accomplishing this mission by maintaining individual and departmental credibility; working together as a team while respecting each other's differences; and consistently striving to go above and beyond expectations.

PROGRAM ACTIVITIES:

Long-Range Financial Planning and Budget Management

- Prepare ten-year operating forecasts incorporating various "what-if" scenarios to facilitate decision-making for the City Council and City departments.
- Prepare and monitor annual capital and operating budgets to allocate resources in a cost-effective manner in alignment with the City Council's goals.
- Perform bi-annual review of all City fees and annual cost allocation plan

General Accounting and Reporting

- Accurately bill, collect, record, and report all City revenues including follow-up of delinquent accounts.
- Prepare checks for City employees and for service and commodity suppliers.
- Prepare and maintain finance records and documents in conformity with generally accepted accounting principles and applicable legal and contractual provisions.
- · Prepare Comprehensive Annual Financial Report in conformity with generally accepted accounting principles.
- Provide the City Council and City management with timely monthly financial reports.
- Perform in-house internal control reviews as needed.

Assessment District/Community Facilities District (CFD) Administration

- Assist in evaluation and formation of new districts.
- Issue bonds for capital projects when required. Pay debt service and provide continuing disclosure information.
- Provide administration of CFDs and assessment districts as required by formation documents and State law.

Purchasing

- Issue and manage formal bid and quotation processes.
- Track and renew annual commodity and service contracts and joint agency contracts.
- Assist City departments in the creation and administration of contracts.

Receiving, Messenger, and Mail Services

- Act as shipping and receiving for the Faraday Administration Center.
- Direct disposal of surplus and lost/unclaimed property.
- Collect outgoing City mail and apply postage.
- Sort and distribute all incoming City mail.

FINANCE

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FUND:

GENERAL/ENTERPRISE

PROGRAM GROUP:

FINANCE

ACCT NO. 0011310

WORKLOAD AND PERFORMANCE INDICATORS:

	FY2003	FY2004	FY2005
Average number of days to issue Monthly Financial Status Report	12	14	13
Awards received for CAFR	GFOA	GFOA	GFOA
Awards received for Annual Budget	CSMFO Excellence in Operational Budget	GFOA Distinguished Budget Presentation	CSMFO Excellence in Operational Budget & Public Communications
Number of business licenses processed	7,584	8,634	8,576
Number of account payable checks processed	15,141	14,870	15,399
Number of payroll checks issued	9,169	8,394	7,831
Number of electronic payroll checks issued	16,243	16,317	18,124
Outstanding debt issues administered	\$65 million	\$71 million	\$99 million
Number of purchase orders issued	1,674	1,324	1,842
Dollar amount of purchase orders issued	\$61 million	\$84 million	\$89 million
Pieces of mail processed	161,928	173,491	172,408

KEY GOALS FOR 2006-07:

Top-Quality Services

- Provide more effective and efficient service to customers by improving the cash handling and refund processes.
- Improve service to taxpayers by clarifying and streamlining the tax administration process.

Financial Health

- Plan for the strategic implementation of technology as it relates to the City's integrated financial and personnel management systems.
- Improve the effectiveness of, and streamline the development of, the annual Capital Improvement Program.
- Improve the communication of financial information and keep up to date with industry standards by implementing the latest standards set by the Government Accounting Standards Board.

SIGNIFICANT CHANGES:

One Accounting Supervisor has been added in exchange for 1.5 part-time hourly positions.

HUMAN RESOURCES

FUND: GENERAL

PROGRAM GROUP:

HUMAN RESOURCES

ACCT NO. 0011510 THRU 0011550

HOURLY/FTE POSITIONS	0.75	0.75	0.75	0.75
FULL TIME POSITIONS	9.00	9.00	9.00	9.00
GRAND TOTAL	\$1,475,974	\$1,703,114	\$2,195,416	\$2,242,796
CAPITAL OUTLAY	0	8,558	0	3,325
MAINTENANCE & OPERATIONS	680,854	814,684	1,251,090	1,188,282
PERSONNEL	\$795,120	\$879,871	\$944,326	\$1,051,189
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07

MISSION STATEMENT:

People are our priority...We take care of the people who take care of Carlsbad.

PROGRAM ACTIVITIES:

Recruitment, Selection, Staffing

- Recruit and select exceptional employees.
- Redesign Human Resources web pages with an emphasis on the City of Carlsbad as an "employer of choice."
- Proactive planning and scheduling recruitments for multiple vacancies anticipated in FY 06-07.
- Assist departments in job design/redesign efforts to make job classifications more flexible.
- Review and Update job classifications.
- Implement improved employee selection processes.

Employee Development

- Continue to provide job-centered, competency based training and employee development opportunities for employees. Create "development tracks" for specific classification groups. Focus in the areas of effective supervision, communication, and career development.
- Continue to offer Leadership Development Programs including, executive coaching, assessment tools, and educational resources
- Consult with departments on customized training and organizational development programs
- Obtain a system to efficiently manage and organize the City's employee development efforts (Learning Management System).
- Participate on Citywide team for a City training facility.

Human Resources Revenue Generation

- Develop relationships with educational institutions in the area and develop employee development partnerships with other agencies.
- Open up our employee development classes to "paying customers" from other governmental agencies and/or to companies in the surrounding area if classes are not full.

Performance Management and Compensation

- Increase the capability of supervisors to deliver constructive feedback to employees.
- Audit the Performance Management and Compensation System for management employees to ensure salaries are competitive in the San Diego survey market and rewards are equitably delivered.

Improve Employee Relations and Employee Alignment with the Organization's Goals

- Continue to serve on citywide customer service and communications committees.
- Continue to improve internal Human Resources systems and processes.
- Provide cross training to Human Resources staff.
- Continue quarterly labor/management forum.

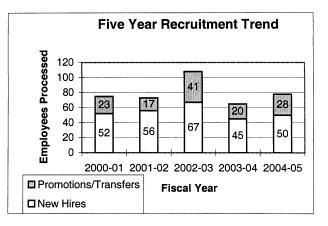
PROGRAM: HUMAN RESOURCES PAGE TWO

FUND: GENERAL

PROGRAM GROUP: HUMAN RESOURCES ACCT NO. 0011510 THRU 0011550

WORKLOAD STATISTICS:

Measures for	
Classification/Compensation Review:	FY 05-06
Number of classification descriptions/ positions	
reviewed, revised or created	13
Measures for Recruitment	
Number of applicants processed	3,129
Number of recruitments processed	64
Number of eligibles on employment list	344
Number of new hires	78
Number of promotions/transfers	46



KEY ACHIEVEMENTS FOR 2005-06:

- Together with the Finance and Information Technology departments, determined the future direction for the City's integrated financial and personnel management systems to ensure consistency with the Strategic Technology Plan.
- Due to anticipated turnover within the HR Department as well as demographic changes to the workforce that will impact the services we provide, updated the Human Resources Department strategic plan to set the strategic direction for the HR department for the next 3 5 years.
- Developed an "HR Scorecard" to quantifiably measure performance within the HR Department and within the City organization.
- Developed a conceptual plan for a City training facility/lifelong learning center and explored the possibility of partnering with educational organizations in the community to construct such a facility.
- Designed and implement an "onboarding" process for the City of Carlsbad to improve new hire assimilation into the organization.
- Designed a revised New Employee Orientation program, "First Mondays", that addresses issues of timeliness, resource management, and focus.
- Streamlined paper flow and manual work processes in the Human Resources Department Service Center. Made recommendations for additional efficiencies that could be implemented with additional technology.

KEY GOALS FOR 2006-07:

Top Quality Services

- Research the feasibility of a Human Resources Information System (HRIS).
- Negotiate continuation of current labor agreement with the Carlsbad Firefighters' Association (CFA).
- Enhance the Human Resources Internet and Intranet pages to improve service delivery, increase staff efficiency, and maximize our marketing capabilities.
- Implement a Public Works Field Worker Academy.
- Develop a formal design plan for a City training facility.
- Design a wellness program to raise awareness and motivate employees to participate in health and wellness activities.

SIGNIFICANT CHANGES:

PROGRAM: RECORDS MANAGEMENT

FUND: GENERAL

PROGRAM GROUP: RECORDS MANAGEMENT ACCT NO. 0011610

HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00
FULL TIME POSITIONS	8.00	8.00	8.00	8.00
GRAND TOTAL	\$983,010	\$736,280	\$828,401	\$880,095
CAPITAL OUTLAY	3,787	25,963	0	0
MAINTENANCE & OPERATIONS	429,885	132,907	179,740	210,690
PERSONNEL	\$549,338	\$577,409	\$648,661	\$669,405
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07

PROGRAM DESCRIPTION:

The Records Management Department is responsible for developing and implementing Citywide records management and document management programs, and is tasked with maintaining City records in an identifiable and accessible manner to fulfill public, legal, and historical requirements for preservation and storage of information. The Records Management Department also provides staff support for the City Clerk.

PROGRAM ACTIVITIES:

Records Management

- Continue implementation of the Citywide Records Management Program and Document Management System (DMS).
- Maintain City records in an identifiable and accessible manner in fulfillment of public, legal, and historical requirements for preserving and storing information.

Administrative Support Activities

- Provide staff support for City Clerk functions such as elections, the Public Records Act, noticing, processing documents for recordation, and updating the Municipal Code.
- Assist the public and City staff by providing information such as minutes, agendas, ordinances, resolutions, deeds, and other critical documents.

KEY ACHIEVEMENTS FOR 2005-06:

- Creation and implementation of Document Management System (DMS) Master Plan.
- Development of training program and provision of training regarding requirements or compliance with subpoena requests.
- · Creation of guidelines and training for proper management of electronic records and e-mail.
- Training citywide personnel on preparation of Agenda Bills.

KEY GOALS FOR 2006-07:

Top Quality Services

- Assist Public Works in evaluating options for cost savings and improved methods for records scanning, retention, storage, and destruction in Public Works.
- Continue implementation of DMS Master Plan, to ensure that the system is utilized to its fullest capabilities and to ensure system security and accuracy.
- Continue to educate key personnel in each department on the use of the Document Management System, Electronic Records, Public Records Act, and Subpoena processing.
- Participate in the analysis of options for enhanced use of the Request For Action software.
- Provide resource information to organization via Intranet.

SIGNIFICANT CHANGES:

PROGRAM: WORKERS' COMPENSATION

FUND: SELF INSURANCE

PROGRAM GROUP: WORKERS' COMPENSATION ACCT NO. 6111520

	2003-04	2004-05	2005-06	2006-07
	ACTUAL	ACTUAL	BUDGET	BUDGET
PERSONNEL	\$88,575	\$91,410	\$124,566	\$103,547
MAINTENANCE & OPERATIONS	2,408,146	2,160,427	2,292,300	2,218,565
CAPITAL OUTLAY	0	0	0	0
GRAND TOTAL	\$2,496,721	\$2,251,837	\$2,416,866	\$2,322,112
FULL TIME POSITIONS	1.00	1.00	1.00	1.00
HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00

MISSION STATEMENT:

People are our priority...We promote the development, well-being, and success of employees and the organization.

PROGRAM ACTIVITIES:

Workers' Compensation Claims and Administration

This fund is utilized to provide payment for medical, indemnity, and defense expenses incurred as the result of
occupational injuries and illnesses. It is also utilized to pay for related administrative and insurance expenses.

PERFORMANCE MEASURE:

• Average lost days per claim = 41 (for the period of 07/01/04 - 06/30/05).

KEY GOALS FOR 2006-07:

Top Quality Services

- Continue to improve systems to monitor lost days of work, share data with management, and make recommendations to reduce the number of days an employee is out of the workplace.
- Implement programs developed by cost reduction goal team.

SIGNIFICANT CHANGES:

RISK MANAGEMENT

FUND:

GENERAL LIABILITY SELF-INSURANCE

PROGRAM GROUP:

RISK MANAGEMENT

ACCT NO. 6121930

HOURLY/FTE POSITIONS	0.50	0.00	0.00	0.00
FULL TIME POSITIONS	2.00	2.00	2.00	2.00
GRAND TOTAL	\$1,171,663	\$2,720,853	\$1,786,631	\$1,473,618
CAPITAL OUTLAY	0	2,030	0	0
MAINTENANCE & OPERATIONS	996,696	2,527,952	1,575,637	1,255,413
PERSONNEL	\$174,967	\$190,870	\$210,994	\$218,205
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07

PROGRAM GROUP DESCRIPTION:

Risk Management administers the funding of the self-insured and insured portions of the program; manages the administration of property and general liability claims; works in conjunction with the City Attorney's Office and outside counsel to monitor, control, and resolve litigated matters; and provides training for various departments to minimize the risk of future losses.

PROGRAM ACTIVITIES:

Litigation Management

The fund is used for settlements, costs, and defense expenses incurred as the result of general liability claims
against the City, and for related administration and insurance expenses. Risk Management works with the City
Attorney's Office and outside counsel to monitor, control, and resolve litigated matters in the areas of property,
casualty, and general liability.

Insurance/Self-Insurance

• Directs the marketing, renewal, planning, and funding of the insured and self-funded portions of the program; administers the general liability self-insurance funds.

Claims Management

Directs and administers the claims management program for property, casualty, and general liability.

Loss Prevention/Training

Provides recommendations and training for various City departments to minimize the risk of loss.

KEY ACHIEVEMENT FOR 2005-06:

Top-Quality Services

- Development of property damage liability guidelines.
- Development of Council Policy and Administrative Order Insurance Requirements and Guidelines.

KEY GOALS FOR 2006-07:

Top-Quality Services

- Determine the feasibility of a Human Resources System (HRIS)
- Development of insurance requirements for contractor instructor agreements.

SIGNIFICANT CHANGES:

SELF-INSURED BENEFITS

FUND: PROGRAM GROUP:

INTERNAL SERVICE HUMAN RESOURCES

ACCT NO. 6131520

	2003-04	2004-05	2005-06	2006-07
	ACTUAL	ACTUAL	BUDGET	BUDGET
PERSONNEL	\$113,706	\$0	\$0	\$0
MAINTENANCE & OPERATIONS	2,831,914	739,008	941,500	771,000
CAPITAL OUTLAY	0		0	0
GRAND TOTAL	\$2,945,620	\$739,008	\$941,500	\$771,000
FULL TIME POSITIONS	0.00	0.00	0.00	0.00
HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00

MISSION STATEMENT:

People are our priority...We promote the development, well-being, and success of employees and the organization.

PROGRAM ACTIVITIES:

• This fund is used to pay dental and life insurance premiums for all employees.

SIGNIFICANT CHANGES:

INFORMATION TECHNOLOGY

FUND:

INTERNAL SERVICE

PROGRAM GROUP:

INFORMATION TECHNOLOGY

ACCT NO. 6401710

HOURLY/FTE POSITIONS	0.00	0.00	0.00	0.00
FULL TIME POSITIONS	16.00	16.00	16.00	19.00
GRAND TOTAL	\$3,812,722	\$4,355,566	\$4,682,332	\$5,347,474
CAPITAL OUTLAY	60,164	553,802	360,500	776,900
MAINTENANCE & OPERATIONS	2,233,584	2,067,617	2,412,530	2,590,339
PERSONNEL	\$1,518,974	\$1,734,146	\$1,909,302	\$1,980,235
	ACTUAL	ACTUAL	BUDGET	BUDGET
	2003-04	2004-05	2005-06	2006-07

MISSION STATEMENT:

Provide resources that will support departments in the performance of work tasks through technology.

PROGRAM ACTIVITIES:

Computer and Telecommunication Support Services

- Ensure that all City computers and the City's telecommunication network remain operational with minimum downtime.
- Guarantee availability and security of City network computer resources available to both staff and the public.
- Provide support for all standard City applications.
- Ensure that the City is receiving best value for technology goods and services provided by outside vendors.
- Provide the necessary support for all telephone and data communication equipment.

New Systems Support

- Meet the information needs of the users and encourage the appropriate use of computers and communication technology to increase productivity and enhance communication.
- Expand the use of the asset management software and processes which improves IT's ability and capacity to manage and track technology assets
- Assist with the design, development and expansion of City facilities, including: a Learning Center for Library related services, Alga Norte Park, Fire Station #6 and the Senior Center expansion.
- Enhance the City's Internet and Intranet sites for improved communication with City staff and visitors
- Evaluate web filtering solutions in an effort to secure the City's Internet browsing / Internet business experience
 and to limit risk to the City's computer resources.

WORKLOAD STATISTICS:

IT Help Desk Services	CY/2005
Total number of help tickets opened for the year	4,962
Average number of help tickets opened per month	413
Percentage of urgent priority resolved within 1 hour (benchmark)	85%
Percentage of high priority calls resolved within 3 hours (benchmark)	95%
Percentage of users rating information technology services as good excellent	90%

KEY ACHIEVEMENTS FOR 2005-06:

- To minimize impacts to technology-dependent services the selection and configuration of an alternate data center has begun. Redundant financial and utility billing systems have been installed at the alternate site and data is being synchronized nightly. In the event of a Faraday disaster, access can be redirected to the alternate site. More systems are due to be replicated next fiscal year.
- The City's Financial System (IFAS) was migrated to a new Unix server providing is increased storage capacity, speed and reliability.

PROGRAM GROUP: FUND:

INFORMATION TECHNOLOGY

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INTERNAL SERVICE

KEY ACHIEVEMENTS FOR 2005-06 (Continued):

- An improved email handling system was implemented. The City receives approximately 6,000 pieces of email each day – roughly 40% of which is spam or junk mail. This new email security device helps protect the City email system from spam, dangerous worms and viruses.
- A city-wide cashiering system CORE, was implemented in August. This system simplifies the payment transaction process for the cashiering staff, allows greater controls of financial transactions and improves reporting.
- Four web servers were added to improve the performance, quality and effectiveness of the on-line Class Web Recreation System. The Class Payment Server system was also upgraded to improve reliability of online credit card payments.
- To improve accountability and management of City IT assets from acquisition to disposal, an asset management solution was implemented.
- Replaced 220 PC's/laptops, 60 monitors and over 40 printers this fiscal year.

SIGNIFICANT CHANGES:

 Three full time System Administrators will be added this fiscal year to accommodate the increase demands of information technology services.

PROGRAM: MISCELLANEOUS NON-DEPARTMENTAL

ACCT NO. 001-VARIOUS

GENERAL FUND	2003-04 <u>ACTUAL</u>	2004-05 <u>ACTUAL</u>	2005-06 ADOPTED <u>BUDGET</u>	2006-07 ADOPTED <u>BUDGET</u>
Non-Departmental Expenditures Community Promotion	468,135	\$505,831	84,670	0
Community Contributions	112,000	46,365	501,500	0
Beach Parking	0	0	36,000	36,000
Hiring Center	83,084	84,534	85,000	88,000
Dues and Subscriptions	43,210	56,701	73,150	75,200
Property Tax, LAFCO, & Other Admin. Fees	357,643	415,782	420,400	446,150
Legal Services	272,282	12,960	250,000	250,000
Management Incentive Pay	0	0	500,000	560,000
Misc Expenditures	5,540	106,383	0	
Total Non-Departmental Expenditures	1,341,894	1,228,556	1,950,720	1,455,350
Transfers				
Golf Course Contribution	0	0	0	0
Hosp Grove Debt Service	800,000	800,000	800,000	275,000
Infrastructure Replacement Fund	3,605,000	3,830,000	4,250,000	7,200,000
Transfer to Capital Improvement Program	0	1,037,535	600,000	0
Transfer to IT fund for CAD System Hardware	563,000	0	0	0
Misc Transfers Out (Disaster Preparedness+ transfer)	0	1,694,333	0	216,000
Total General Fund Transfers	4,968,000	7,361,868	5,650,000	7,691,000
Total General Fund Non-Departmental	6,309,894	8,590,424	7,600,720	9,146,350
Council Contingencies				
Contingencies (Adopted budget)	0	0	2,300,000	2,300,000
GENERAL FUND TOTAL	\$6,309,894	\$8,590,424	\$9,900,720	\$11,446,350
CARLSBAD COMMUNITY CONTRIBUTIONS FUND				
Community Activity Grants	52,745	49,605	30,000	30,000

